

## Phone system quick guide

You may login to any phone on the York St John campus and all of your settings will follow you. Voicemails will be emailed to you or can be picked up using any internal phone or by dialling in from outside. Mobiles and external phones can be paired to ring simultaneously with your desk phone.

See **Your new telephone – first use** guide for the first time you use the YSJ phone system. In brief, the first time you login, your PIN number will be your extension number. You will have to dial 5555 to set a new PIN, a voicemail greeting and a recording of your name.

### Get more help

All telephone queries regarding such things as handsets, pin resets, extensions, pick-up or hunt groups should be logged via:

our [ITS Self-service portal](#) or

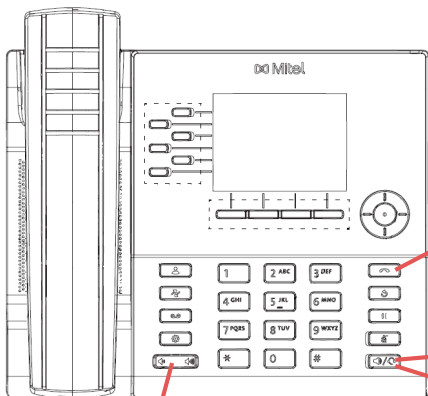
email [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

### Key numbers:

Outside Line **9** – all outside calls require the full STD code e.g. 01904 xxxxxx

Reception **0**      Security **6444**

## Basic phone use




### Adjust call volume

Use the rocker switch to alter ringer volume (when the phone is ringing) or handset, speaker or headset volume when on a call.


### Ending a call

Put the phone down, press the **end call** softkey or press 

### Answer a call

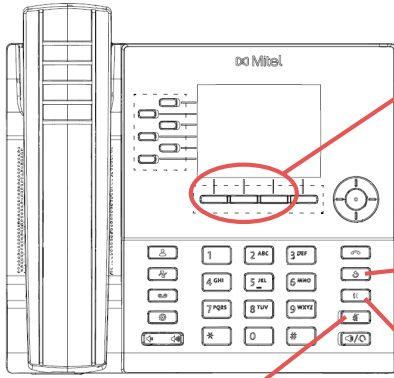
Pick up the handset or press  to answer hands free

### Make a call

Pick up the handset and dial or press  and dial to call hands free. Dial a prefix of **9** for an outside line.


Your phone can be used via the handset or hands-free using the speaker. The handset is hearing aid compatible and a headset can be connected as an alternative.

## More Basic phone use




**Add another person to an active call**  
Press the **Add User** soft key. Dial the other user and after they have answered, press the **join calls** softkey.

### Redial or recent calls



To redial earlier calls press  then use the round **navigation** key to go to the list on the right. The most recent calls are at the top of the list.

Scroll **up** or **down** to the desired call. Press the Dial softkey to call.

### Mute /unmute yourself

 Mutes the microphone so you cannot be heard. A red light is shown next to the key. Press the same key to un-mute.

### Put a call on hold

Put a call on hold using the  key. To resume the call press the  key.

## The phone book

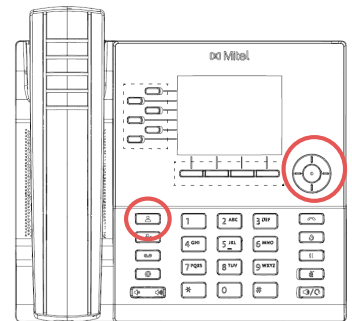
### Finding an internal number

Press the  key to access the contacts.

Use the round **navigation** key to go down to **Corporate**.

Press the **Search** softkey and then use the **keypad** to enter a few characters of the **surname** by using repeated

presses of the keys. Press the **Search** softkey again. Use the up and down keys to find an entry from the search results and press the **Dial** softkey to make the call.




## Forwarding and transferring

### Transfer a call

Press the **transfer** softkey and dial the required number. You can then hang up or optionally wait for the other user to answer, to announce the call, then hang up. The **Trade** softkey will allow you to swap between the two calls.

### Forward when busy, no answer or for all calls

Press the **cog** button  and use the round **navigation** key to move to the right to select **call forwarding**. Use the round **navigation** key to select boxes and enter numbers. The forwarding is only on when a tick is put in the box next to the number using the centre **select** key. Press **Save** to confirm the changes.

A programmable key can be set to turn **forward all calls** on and off easily. See page 4.

## Hunt groups and pickup groups

Both of these features are set up by reception.

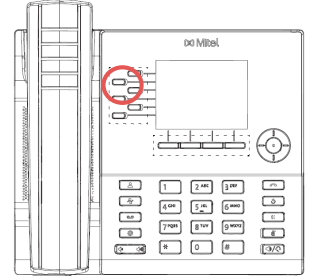
**Hunt groups** provide one number that can be set to ring different phones in turn.

**Pickup groups** allow other team members to answer a call on their own phone.

## Voicemail

### Turn voicemail on/off

Voicemail is on all of the time and will pick up the call after 15 seconds. Notification of a voicemail will be forwarded to your YSJ email and can be picked up via the online portal but this is only accessible from a **wired campus computer**.



### Messages

When you have messages the red light at the top right of your phone blinks and a **oo** symbol is displayed at the top of the screen. Press the second programmable key or dial 5555 to access your voicemails.

### Accessing voicemail messages externally

Dial your direct dial number (01904 87xxxx) and once the voicemail system answers, press star \* and then enter your **PIN**.

### Voicemail commands

When connected by phone to voicemail (5555)

7 Play first message

8 Select user options

9 Exit voicemail

#### Message play options

- |                       |                              |
|-----------------------|------------------------------|
| 1 Pause (9 to resume) | 4 Give message to other user |
| 3 Delete message      | 6 Make new message to send   |
| 5 Keep message        | 8 User options               |
| 7 Repeat message      |                              |
| 9 Exit sub menu       |                              |
| * Rewind 5 seconds    | # Forward 5 secs             |

#### Voicemail User Options

- |                         |                        |
|-------------------------|------------------------|
| 4 Change Greeting       | 6 Change recorded name |
| 7 Change Passcode (PIN) |                        |
| 8 Activate Tutorial     | 9 Exit sub menu        |

## Phone settings


### Logging into a different phone / logging out

You can login with your number to any phone on campus. Press **Hotdesk** softkey and then press the **login** softkey. Type your **extension** and then the **enter** softkey.


Now type your **PIN** and press the **enter** softkey.

Logging into a phone will log you out from your previous phone.

## Change ringtone

Press the **cog** button  and use the round **navigation** key to move to the right to select **Audio** and press the centre **select** button. Use **Up** or **Down** to select internal or external ring and press the centre **select** button. Use the up or down keys to listen to different ring tones. Press **Save** to change the ring tone.

## Change screen brightness

Press the **cog** button  and use the round **navigation** key to move right to select **display**. Press the **centre** select button. Use the 3<sup>rd</sup> softkey to increase brightness (▶) and the 2<sup>nd</sup> softkey to decrease brightness (◀). Press **save** to finish.

## Programmable keys

**Press and hold** the keys to the left of the screen to set functions including:

- Do not disturb (DND) – calls go directly to voicemail without the phone ringing
- Common numbers to quick dial. Include 9 and full STD code for external numbers. Spaces can be added to labels by pressing star \* twice.
- Forward always – send all calls to the number that has been set up in settings

Switch between two sets of programmable keys using left or right on navigation key.

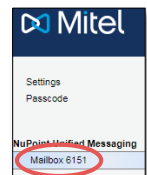
## Online User portal

You can access a computer based console to control some functions and, for example, download voicemail messages as MP3 files.

This is only available from a **wired computer** on the YSJ network. Go to [myphone.yorksj.ac.uk](http://myphone.yorksj.ac.uk) and login with your regular YSJ credentials.

## Access voicemail via the Web portal

Mail box voicemail messages, faxes and settings can be accessed.



## Receiving faxes

Any faxes sent to your number can be read via the online portal mailbox. An alert with a link will be sent to your email address. For teams, they will be sent to the nominated person. They are listed along with voicemails and can be downloaded.

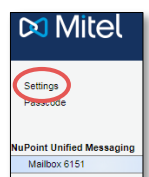
## Sending faxes

From the online console mailbox messages screen, click **compose fax**, enter the extension number or external numbers with **9** prefix into the **To** box. Choose a document in **PDF** or **TIFF** formats and click **Send Fax**

## Pairing a mobile or external phone

This rings both the logged in phone and the external or mobile phone.

Contact reception or login to the **User Portal**, click on the **main settings** tab (not mailbox settings) and enter your Mobile number in the **External Hot Desk Number**.



External Hot Desk Number: